

## Thacsa – you're in good company...

Thacsa provides market-leading benefits to workers in the tourism, catering and hospitality sectors.

- Death benefit 4 x annual pensionable salary.
- Industry-setting death and disability cover.
- Funeral benefits among the highest in the sector.
- Unique 6-month extended cover of death and funeral benefits on resignation, retrenchment, dismissal or retirement.

## Joining the Fund...

### Getting started...

- Complete the installation form – all the forms are available on the website.
- New member entrant form.
- The initial monthly billing schedule.
- The personal liability form.
- The employer portal registration form.
- Submit these together with the company registration documents to [ebfundservices@metropolitan.co.za](mailto:ebfundservices@metropolitan.co.za)

Once all documents have been received the Fund will issue a certificate confirming your participation, this will include a unique reference number that must be used in all correspondence with the administrator.

### The all-important monthly reconciliation...

- Member and employer contributions must be forwarded to Momentum, the Fund administrator, by the 7<sup>th</sup> of the following month.
- The schedule, using either the excel spreadsheet available on the website or in a similar format as extracted from your payroll system, is due by the 15<sup>th</sup> of the following month.

It is important to note that the member information fields on the schedule **are all mandatory** fields – cell number, email address etc. This information **must** be supplied. Completed schedules should be submitted to [ebfundservices@metropolitan.co.za](mailto:ebfundservices@metropolitan.co.za)

### The best way to complete the monthly reconciliation...

- The preferred submission method – and easiest for you – is the state-of-the-art online Employer Portal linking directly to the Administrator.
- In addition to completing the monthly contributions easier, it also gives you direct access to member information and many tasks become simplified – such as the drawing of up-to-date member benefit statements.

To register for this online service, contact the Help Desk:  
[thacsahelpdesk@momentum.co.za](mailto:thacsahelpdesk@momentum.co.za)

### Taking on a new member...

- New member entry forms can be downloaded from the website.
- It must be submitted to [thacsahelpdesk@momentum.co.za](mailto:thacsahelpdesk@momentum.co.za) by the 7<sup>th</sup> day of the next month.
- The new members' details must also be included on the monthly schedule which is due by the 15<sup>th</sup> of the following month.

### A critical element of the take-on of a new member...

- All members must complete the **beneficiary nomination form** downloadable from the website.
- It is advisable for you to keep a copy of this completed form on file as well as submitting it to [thacsahelpdesk@momentum.co.za](mailto:thacsahelpdesk@momentum.co.za)

It is **extremely important** that this document is completed in full – the first page relates to recipients of the death benefits, while the second page covers the funeral benefit. If the funeral benefit section is not completed, this benefit will NOT be paid out timeously and will likely end up as part of the deceased member's estate and subject to a lengthy winding-up process.

- Only the person/s nominated in this section can claim the funeral benefit.
- The nominated person/s for the funeral benefit **must** have a South African bank account.
- Beneficiary nominations can be updated at any time, especially in the event of the birth of a new baby or divorce or other life-stage event.
- **Please ensure that all members** in your employ have a fully completed beneficiary nomination form on file with you.

### Exiting the Fund...

#### Resignation, retirement, dismissal or retrenchment

- The Momentum claim form is available on the website and must be completed in full by the employer and the member.
- This form together with a copy of the member's ID, the member's personal tax reference number, and proof of banking details must be submitted to [thacsahelpdesk@momentum.co.za](mailto:thacsahelpdesk@momentum.co.za)
- The processing and payment process can take upwards of 8 weeks, as it does include obtaining a tax directive from the South African Revenue Service.

#### Disability claims...

- It is important to notify Sanlam (the insurer) as soon as possible of a potential claim. There is a ticking clock on disability claims and will be repudiated if not received within 6 months of the event.

Scenarios when you should submit an employee's claim:

- Unlikely to return to work;
- Is on sick leave for longer than 14 working days;
- Has returned to work but is unable to perform the duties of their own job and unable to perform any other job;
- Shows a decrease in productivity due to a medical reason;
- Has a medical or psychiatric incident and may require hospitalisation, rehabilitation or to be off work for an extended time.

Once the insurer has been notified they will advise if any specific medical assessments or tests are needed.

For a detailed review of the disability process download the Sanlam guide from the website.

#### Funeral benefit claims...

Thacsa offers among the best funeral benefit in the industry but it's important to provide all documentation to ensure speedy resolution of any claim.

- The Sanlam funeral benefit guide and claim form is available on the website.

- It must be completed together with:
  - Remember, the funeral benefit section of the beneficiary nomination form must have been completed previously.
  - Bank statement of the claimant – this must be a South African account.
  - Notification of death – Bi 1663 form.
  - Certified copy of the death certificate.
  - Certified copy of the member's identity document.
  - Certified copy of the spouse/claimant's identity document.
  - In the event of an unnatural death, the SAPS Report.

All the completed documentation must be submitted to  
[thacsahelpdesk@momentum.co.za](mailto:thacsahelpdesk@momentum.co.za)

### **Death claims...**

- The Sanlam death benefit claim form can be downloaded from the website.
- This completed form together with a copy of the member's ID, the death certificate and the member's personal tax reference number must be submitted to [thacsahelpdesk@momentum.co.za](mailto:thacsahelpdesk@momentum.co.za)

In terms of Section 37C of the Pension Funds Act, a full investigation will be conducted to determine who the Board of Trustees should take into consideration in allocating the death benefit. Once this process has been completed and tax clearance from Sars received, the benefit is paid.

### **Paid-up members...**

On exiting the Fund, members also have the option of becoming paid-up members. This means their investment will remain in the Fund continuing to attract investment returns while they decide on their future investment strategy.

Even though the member is not removing their investment from the Fund, the Momentum benefit claim form must be completed – available on the website – and submitted to [thacsahelpdesk@momentum.co.za](mailto:thacsahelpdesk@momentum.co.za)

### **Encourage your employees to register on the member portal...**

- Any member using a smartphone or computer has full access to all their Fund-related information at their fingertips.
- Encourage your employees to make use of this facility, as it will also lessen your work burden as members have direct access.
- Members can register via the website.

### **Important points...**

- The website is the best place to access all forms.
- Please ensure that all members have a fully completed beneficiary nomination form on record.
- If you have any further questions email [info@thacsa.co.za](mailto:info@thacsa.co.za) or call the Help Desk on 0860 22 22 88